

POSTAL REGULATORY COMMISSION
901 NEW YORK AVENUE NW SUITE 200
WASHINGTON, DC 20268-0001

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POSTAL REGULATORY
COMMISSION
U.S. DEPT. OF COMMERCE

The Postal Service's decision to close our post office and provide rural delivery service raises questions concerning the sanctity of the mail and the risks involved in the handling of mail by non-career employees. We also foresee inconveniences in purchasing money orders and stamps, and sending accountable mail. We have the same concerns regarding the receipt of accountable mail, such as certified letters, registered letters and CODs.

The Postal Service's decision to consolidate our post office with another post office is being done over our objections. This will mean the loss of our identity as a community. We will not have a postmaster to whom we can take our problems, complaints and compliments. We will be directed to a distant postmaster in the home office of our station.

We cannot see any savings to the Postal Service under this arrangement. The clerk in charge of the station will be earning as much as our postmaster and, more than likely, will not be a resident of our community.

We feel that, as citizens of the United States, we are entitled to the same efficient postal service provided to our counterparts in urban areas. The Postal Reorganization Act is explicit in pointing this out. We petition you, as members of the Postal Regulatory Commission, to respectfully consider our protest and order the Postal Service to give additional considerations to our service needs.

Respectfully,

Nolan & Carlene Cannon
3749 Keller Spgs Rd N
Ada, Ar. 72546

Postal Service proposal date to Close Ida Post
Office is May 17, 2011. We sincerely ask to Consider
the effect it will have on our Community. The
Postal Service is Violating Title 39, United States
Code 404 Specific Gover States: you Cannot Close
a Post Office that is Not Self Sustaining. Please
Understand What this is doing is Violating
law.

Date of Posting: 03/17/2011

Posting Round Date:

Date of Removal: 05/18/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE IDA, AR POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367813 - 72546

errors in Proposal Underlined

Docket: 1367813 - 72546

Item Nbr: 33

Page Nbr: 1

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

(2) The Postal Service is proposing to close the Ida, AR Post Office and provide delivery and retail services by Rural Route Service under the administrative responsibility of the Heber springs Post Office, located six miles away.

*9.4- Ida PO to Heber Sps PO
Round Trip 18.8 miles*

The postmaster position became vacant when the postmaster retired on July 31, 2009. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

(3) The Office is being studied for possible closing or consolidation due to the following reasons: This office is vacant and in close proximity to another office. This office earns 1.4 hrs per day.

54 PO Boxes Rented 13 on Route \$14,522-2010 Revenue

The Ida Post Office, an EAS-11 level, provided service from 07:00 to 15:30 Monday - Friday, 08:00 to 10:00 on Saturday and lobby hours of 07:00 - 15:30 on Monday - Friday and 08:00 - 10:00 on Saturday to ~~50 Post Office box customers and no delivery~~ 73 rural customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged nine transaction(s) accounting for nine minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$17,572 (46 revenue units) in FY 2008; \$15,150 (40 revenue units) in FY 2009; and \$14,522 (38 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

Where does this time come from? Where is the proof?

On March 10, 2011, representatives from the Postal Service were available at Pleasant Ridge Baptist Church to answer questions and provide information to customers. 78 customer(s) attended the meeting.

There was well over 100

On February 24, 2011, 53 questionnaires were distributed to delivery customers of the Ida Post Office. Questionnaires were also available over the counter for retail customers at the Ida Post Office. 46 questionnaires were returned. 4 responses were favorable, 4 unfavorable, and 38 expressed no opinion regarding the proposed alternate service.

Not true and it can be proved, tell them to provide the proof.

If this proposal is implemented, delivery and retail services will be provided by the Heber springs Post Office, an EAS-20 level office. Window service hours at the Heber springs Post Office are from 08:30 16:30, Monday through Friday, and 08:30 12:30 on Saturday. There are 332 post office boxes available.

Retail service is also available at the Tumbling shoals Post Office an EAS-13 level office, located four miles away. Window service hours at Tumbling shoals Post Office are from 08:30 16:30, Monday through Friday and 08:30 12:30 on Saturday. There are 332 post office boxes available for rent.

The following concerns were expressed on the returned questionnaires at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

In the effect on Community #2 - you said there were no comments

1. Concern:

Customers expressed concern for loss of community identity

Response:

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

2. Concern:

Customers felt the level of service was decreasing

Response:

The customer expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

3. Concern:

Customers were concerned about having to travel to another post office for service

Response:

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

4. **Concern:**

Customers were concerned about mail security

Very inconvenient

Response:

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. ?

5. **Concern:**

Customers were concerned about senior citizens

Response:

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

6. **Concern:**

Customers felt the loss of a post office would have a detrimental effect on the business community

Response:

The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

NO questions pertained to this

In effect on Community you said we had no business - We have 12

7. **Concern:**

Customers questioned the economic savings of the proposed discontinuance

Response:

The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings - *NO Number was ever given to us on cost of changing route or Clerk to work*

8. **Concern:**

Customers were concerned about a change of address

Response:

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. *Mail, or mileage for carrier.*

9. **Concern:**

Customers were concerned about later delivery of mail

Response:

Since we don't need a post office, the Carrier has to stop at every box to do what the post office does, how can you expect him to come at any certain time?

The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

10. **Concern:**

Customers were concerned about loss of employment in the community

Response:

The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

They said we had no business

Some advantages of the proposal are:

1. The carrier provides retail services, alleviating the need to go to the Post Office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers. — *Postal Code 404 Little 39*
4. CBU's can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay Post Office box fees.
6. Saves time and energy for customers who drive to the Post Office to pick up mail. — *Drive 18.8 miles*

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services are provided by the carrier.
2. Meeting the carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions. *Do I leave money with?*
3. A change in mailing address. The community name and the ZIP Code will continue to be used in the new address. However, a carrier route address will be assigned. *Do I leave packages hanging on top?*

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Ida is not an incorporated community located in CLEBURNE County. The community is administered politically by Cleburne County. Police protection is provided by the Cleburne County. Fire protection is provided by the Tumbling Shoals/Ida volunteer. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses. *we have our own fire dept in Ida*

Businesses and organizations include: none. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ida Post Office will be available at the Heber springs Post Office. Government forms normally provided by the Post Office will also be available at the Heber springs Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

None

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community. *Read the comments on Page 3*

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community. *definitely not true! The 353 names on petitions should prove that!*

Bottom of Page

III. EFFECT ON EMPLOYEES

The postmaster retired on July 31, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 59,711 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	<i>This is the top out pay scale</i>	\$ 42,480	- Not starting salary
Fringe Benefits @ 33.5%		\$ 14,231	
Rental Costs, Excluding Utilities	<i>Lease is at the PO</i>	+\$ 3,000	<i>Is \$2,250 a year</i>
Total Annual Costs		\$ 59,711	
Less Annual Cost of Replacement Service		-\$ 0	
Total Annual Savings		<u>\$ 59,711</u>	<i>not accurate</i>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Ida, AR Post Office and provide delivery and retail services by Rural Route Service under the administrative responsibility of the Heber springs Post Office *located six miles away.*

The postmaster retired on July 31, 2009. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

13 Rural Rt 54
The Ida Post Office provided delivery service to no customers and 50 PO Box customers. The daily retail window transactions averaged nine. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. The Postal Service will save an estimated \$59,711 annually. *A Postal Code 404*
disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct
most Postal Service transactions. Title 39

How would you like to stand and wait for carrier in rain
Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted. *show heat?*

VII. NOTICES

- no way*
- Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ida Post Office and Heber springs Post Office during normal office hours.
 - This is a proposal. It is not a final determination to close this Post Office. If a final determination is made to close this Post Office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

MARK MERRITT
MARK MERRITT
Manager, Post Office Operations

03/17/2011
Date

Date of Posting: 03/16/2011

Date of Removal: 05/17/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE IDA, AR POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY RURAL ROUTE SERVICE

To the customers of the IDA Post Office:

The Postal Service is considering the close of the IDA Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 03/16/2011 through 05/17/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the IDA PO. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JACKIE STUBITSCH
420 NATURAL RESOURCES DR
LITTLE ROCK, AR 72205-4100

For more information, you may call JACKIE STUBITSCH at (501) 228-4171 or write to the above address.

Thank you for your assistance.

Sincerely,

MARK MERRITT
MARK MERRITT
420 NATURAL RESOURCES DR
LITTLE ROCK, AR 72205-4100

"A letter is enclosed to explain in details"

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

You are in Violation of Title 39 United States Code, 5404 Specific Powers: That states you Cannot Close a Post Office that is not self-sustaining, Also the economic savings to the Postal Service was not addressed accurately, the effect on the Community was taken lightly, and failure on the Postal Service to understand the effect it would have on the Community.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. Unfavorable to the

effects on Community. We have people who have special needs
① Help filling out money orders - Farms - Writing their letters -
reading their mail - because - some do not read or write. Many
do not have bank accounts - Most do not have Computers - Many
are Care takers that can drive only a short distance not 18.8 miles
to Hesper Spgs. because of Caring for loved ones.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We are real people with real needs who need their 120 year
old P.O. in their Community. (And it wasn't established during the
times when the Post Office built lots of offices because of plenty of
money) You are wrong in attacking Rural offices with your
financial woes. Why not find out where the real problem is and
work toward that. Leave the Rural offices alone, they are the heart of America.

Name of Postal Customer

Signature of Postal Customer

BARBARE CANNO

Mailing Address

P.O. Box 16 IDA, AR 72546

City, State, and ZIP Code

3-19-2011

Date

-1-

"Comments on your Proposal to Close Ida Q.O."

- ① you are in violation of Title 39, United States Code 5404. All your studies on Ida are based on financial, and how much you can save if it closed. (Rural and small offices do not have to be self sustaining)
- ② you stated we could do business in Heber Springs 6 miles away - Not true. From Ida QO to Heber Springs office is 9.4 miles - round trip is 18.8 miles - (you do have to come back)
- ③ Ida Post Office does have a route, it has always had a route. Ida Q.O. is still working the route mail. It has 73 deliveries, and we have 54 PO Boxes rented with a total Revenue in 2010 of 14,522.00. This adds up to more than 1.4 work hours a day. you never gave Ida Post Office any credit for revenue, ~~that's for~~

When you stated the Costs of operating the Office. The lease for the office is \$2250.00 per year - not 3000.00 as you stated. You never said what it would cost you to move this office to Heber Spgs, such as Clerk pay to sort Ida mail, Extra Mileage for Carrier coming into Heber Spgs, and return in the Afternoon. Your Number of \$59,711.00 is not looking so impressive ^{as this amount you gave no credit to Ida for its revenue} is it? - because we know the figures you gave are not the bottom line. If a Carrier has to do all the transactions at the mail boxes that you make sound so easy will he be back to Heber Spgs O.C. in time for dispatch in the Afternoon? What do you do with the mail he collected?

⑦ The Comment you made about Ida have no businesses - In your studies did you go to Business Connect? - We have = ① 2 Churches
 ② (a Fire Dept. in Ida) - and our own first responders.

- ③ (A Back & gravel trucking Co) ④ (Fertilizer & Lime Business)
 ⑤ (Grocery and Hardware) ⑥ (Upholstery Shop) ⑦ 2 Beauty Shops
 ⑧ (Cross Country Trucking Business) ⑨ (Many Cattle & Poultry Farms)
 ⑩ (Air Conditioning & Heating Co.) ⑪ (RV & Boat Repair), and they
 use postage to send out statements. (12 Businesses)

⑫ You also stated Ida had minimal growth - In 20 years
 Ida Post office went from a 4 Hr. a day to an 8 Hr a day
 office, And it would still be an 11 level if you had left
 our route alone. You purposely take routes away
 to downgrade the office's (and not only Ida's) then
 you can say the office earns only a few hours a
 day, it is a loss to keep it. Do you believe Ida only
 uses 9 Minutes of Retail Workload a day? - Maybe
 that might be true when we get a 10" snow, but
 not otherwise

Ida is sitting in the middle of Fayetteville Shale. In
 fact there is a gas well right behind Ida Post office
 There are so many gas wells in Ida Community &
 don't even know the numbers, and they are still
 drilling. It has brought much prosperity to our Area,
 and the Gas people say it will last at least
 30 years.

Ida Post office sits beside busy Hwy 25, where
all the gas drills and equipment travel, passing
all hours of the day and night. I can tell you
because I live on that highway. It certainly
is not a safe place to stand by your mailbox
and wait for your carrier.

I hope you will study this out and spare
our Ida Post office this horrible experience no
community needs to suffer. We ask very little
of our Senators and Congressman, but we are
depending on them to stop the Postal Service in
taking our Rural offices out and defend what
we need to keep, "Our Post office"

Evelene Cannon